

S.F. No. 776, as introduced 84th Legislative Session (2005-2006) Posted on Feb 03, 2005

- 1.1 A bill for an act
- 1.2 relating to commerce; imposing certain customer sales
- 1.3 or service call center requirements; prescribing a
- 1.4 criminal penalty; proposing coding for new law in
- 1.5 Minnesota Statutes, chapter 325F.
- 1.6 BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF MINNESOTA:
- 1.7 Section 1. [325F.695] [CUSTOMER SALES OR SERVICE CALL
- 1.8 CENTER REQUIREMENTS.]
- 1.9 Subdivision 1. [DEFINITIONS.] For purposes of this
- 1.10 section, the following terms have the meanings given them:
- 1.11 (1) "customer sales and service call center" means an
- 1.12 entity whose primary purpose includes the initiating or
- 1.13 receiving of telephonic communications on behalf of any person
- 1.14 for the purpose of initiating sales, including telephone
- 1.15 solicitations as defined in section 325E.311, subdivision 6;
- 1.16 (2) "customer service call center" means an entity whose
- 1.17 primary purpose includes the initiating or receiving of
- 1.18 telephonic communications on behalf of any person for the
- 1.19 purposes of providing or receiving services or information
- 1.20 necessary in connection with the providing of services or other
- 1.21 benefits; and
- 1.22 (3) "customer services employee" means a person employed by
- 1.23 or working on behalf of a customer sales call center or a
- 1.24 customer service call center.
- 1.25 Subd. 2. [CUSTOMERS' RIGHT TO CUSTOMER SALES OR CUSTOMER
- 2.1 SERVICE CALL CENTER INFORMATION.] (a) Any person who receives a
- 2.2 telephone call from, or places a telephone call to, a customer
- 2.3 sales call center or a customer service call center, upon
- 2.4 request, has the right to:
- 2.5 (1) know the identification of the city, state, and country
- 2.6 where the customer service employee is located;
- 2.7 (2) know the name or registered alias of the customer
- 2.8 service employee;
- 2.9 (3) know the name of the employer of the caller with whom
- 2.10 the person is speaking; and
- 2.11 (4) speak to a qualified employee of the company or
- 2.12 government agency with whom the person is doing business.
- 2.13 (b) No person who receives a telephone call from, or places
- 2.14 a telephone call to, a customer sales call center or a customer
- 2.15 service call center shall have the person's financial, credit,
- 2.16 or identifying information sent to any foreign country without
- 2.17 the person's express written permission.
- 2.18 Subd. 3. [VIOLATION.] It is fraud under section 325F.69
- 2.19 for a person to willfully violate this section.
- 2.20 Sec. 2. [EFFECTIVE DATE; APPLICATION.]
- 2.21 This act is effective August 1, 2005.